



**Staff recognition:**

This Board year, we begin each meeting with a story that reminds us of the exceptional care extended by staff, volunteers and physicians each and every day at QHC hospitals. At today's meeting, Brittney Rowden, RN at North Hastings Hospital, will be honoured for her commitment to exceptional patient care and for being an inspiration to her colleagues. (Full story on page 2)

**Accreditation survey:**

During the week of May 6<sup>th</sup>, QHC completed an on-site survey conducted by Accreditation Canada. The three surveyors (health care experts) measured QHC against 2565 patient care criteria and required organizational practices (ROPs). The preliminary results shared by the surveyors were overwhelmingly positive, with QHC meeting nearly all the 2565 criteria and all of the Required Organizational Practices (ROP's). ROPs are the evidence-informed practices that organizations must have in place to enhance patient safety and minimize risk. Accreditation Canada is reviewing the report and will determine QHC's standing in the coming days.

**2018/19 year-end financials:**

The QHC Board of Directors approved the audited financial statements for the year ended March 31, 2019. QHC ended the 2018/19 fiscal year in a balanced position. Along with the rest of the province, QHC experienced continuing growth in the number of patients resulting in financial and human resource pressures. The financial pressures were mitigated by additional one-time capacity funding (surge) of \$2.8M announced in October of 2018. The total one-time capacity funding received by QHC in 2018/19 was \$4.5M. An additional 2.2 million of one-time funding was received, totaling \$6.7 million in one-time funding received by QHC in 2018/19.

**Master plans for TMH and BGH:**

The Board of Directors approved a master plan for Trenton Memorial Hospital (TMH) and Belleville General Hospital (BGH). The Master Plan incorporates program needs and service requirements through 2035. The plans are required before any redevelopment projects can move forward for approval. The priorities for BGH are the expansion of the Intensive Care Unit, the redevelopment of the Fracture Clinic and the acute medical/surgical inpatient unit. The priorities for TMH include expanding the emergency department and the in-patient unit. The long term plan is for construction of a new hospital located next to the proposed CHC Health Hub, on the land adjacent to and immediately east of the current site. The Master Plans will be periodically revised to align to changed needs, which could be driven by program changes, service volume changes, new technology, or adjusted Ministry priorities.

**Patient transfers between QHC hospitals:**

Improving the processes around patient transfers between QHC hospitals is a key strategic priority in 2019/20. As patient acuity and volumes continue to rise, the need for transfers between QHC hospitals has increased. For five-days in April, a wide range of front line staff and physicians from all four hospitals, managers, EMS and non-urgent patient transportation representatives worked together to assess risks and identify opportunities for improvement. Some improvements have already been implemented and the team is continuing to prioritize which improvement ideas to implement to have the greatest positive impact on the transfer process for our patients, families and teams. Examples include – ensuring the nurse accompanying patients during transfer have streamlined access to patient files at BGH and swipe access into the emergency department and diagnostic imaging. The team is also looking at ways to expand the use of video conferencing technology to reduce the number of patient transfers.

## **Staff recognition script – Brittney Rowden, Registered Nurse, QHC North Hastings Hospital**

### **Presenter - Patrick Johnston, Board Member**

This Board year, we begin each meeting with a story that reminds us of the exceptional care extended by staff, volunteers and physicians each and every day at QHC hospitals. Today's story is a wonderful example.

Brittney Rowden is a full time registered nurse at North Hastings Hospital and is described by her peers as a breath of fresh air. In the seven years she's worked for Quinte Health Care Brittney has shown no limit to what she's capable of and has stepped up as one of the leaders of her team.

Tammy Davis, Site Lead and Patient Services Manager for North Hastings Hospital, says that Brittney shines with the values of our organization. She says Brittney is kind, patient, funny and is always looking for opportunities to improve the patient experience and everyone's work life. She says it's obvious that Brittney loves her work.

Brittney has taken the lead on many improvement initiatives such as redesigning the hospital's emergency delivery equipment, designing workflow processes for managing Medical Day patient flow, and working with the pain management Best Practice Spotlight Organization team. She is also an amazing student nurse preceptor, she created and sustains the SMILE committee at North Hastings Hospital and she is chair of the local staff association.

Janice Maxwell, RN, says that Brittney leaves positive messages around the workspace to encourage her coworkers to do their best. She is a very enthusiastic employee with a good work ethic and great sense of humour.

Although I'm told that Brittney is very humble, I kindly request that she please come up and accept this certificate of recognition.